

## **Specifications for Invitation to Bid**

### **Use of Credit/Debit Cards by Walk-In Customers to Pay for Services in County Health Departments and at Central Office Locations**

In Alabama, customers needing certified copies of birth, death, marriage, divorce or other vital records may walk into any county health department and obtain copies of those records while they wait. Alabama law sets a fee for the copies, and payment must be made at the time of purchase. Currently customers must pay the required fee by cash or check. Once the payment is made, county staff enter the transaction and type of payment (cash or check) into the "day sheet" accounting system software to account for the fees collected.

In addition to vital records, customers may obtain other services such as immunizations, food service inspections, septic tank permits, etc. from county health departments that may also require the payment of fees. While fees for vital records are set by law and are the same regardless of where the vital record is obtained, other fees may vary from county to county. Fees collected for these services are also entered into the "day sheet" accounting system software as cash or check and accounted for in the daily report as cash or checks.

At the end of the day, reports are run from the "day sheet" accounting system that show the total deposit and the amount of cash and checks received. After the deposit is verified, the fees are then deposited into the specific county health department account by county staff.

In addition to county health departments, vital records are also issued in the Central Office in the RSA Tower in Montgomery. Payment at that location must also be made by cash or check. The amount and type of payment are entered into a log or the special vital statistics software (ViSION). Fees are balanced and accounted for daily for deposit into the vital statistics account.

Since some customers do not have checking accounts or do not have the correct amount of cash, the Alabama Department of Public Health would like to allow walk-in customers to use credit or debit cards at all locations where services are offered. To avoid having to change existing software currently in use in county health departments and at the Central Office, the method for using credit or debit cards must work with the existing system for processing payments at county offices and accounting for the fees for each county or Central Office location.

The desired solution is to have a hardware system installed at customer service locations in county health departments and at the Central Office that will process both credit and debit cards and then print a check for the correct amount of the service made payable to the county health department. The check will be entered into the current software accounting system and the funds will be deposited in the daily deposit made by each county. The customer will be charged by the vendor processing the credit or debit card for the amount of the check plus an additional convenience fee which the vendor keeps to cover the vendor's costs. No costs should be assessed to the county health department or Central Office.

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**Goal:** The Alabama Department of Public Health (ADPH) wants to have credit/debit card scanners with pin pad, clerk terminals and check printers installed in county and state health department locations.

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**Purpose:** Allow walk-in customers to use debit or credit cards to pay fees for services at county health departments or at the central office without having to change existing software to process the payment or account for the fee and at no cost to ADPH.

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**System Requirements:** System requirements include but may not be limited to the following:

1. Credit/debit card scanner with key pad, clerk terminal that links to vendor through an existing fax line in the county health department or Central Office location of service, and printer to print check for amount of transaction.
2. Vendor must supply credit/debit card scanner, clerk terminal and printer at no charge to ADPH.
3. Vendor must install and maintain credit/debit card scanners, clerk terminals, and printers in county health departments and train county and Central Office staff in use of the equipment at no cost to ADPH.
4. Vendor must supply all printer supplies needed at no cost to ADPH for the entire contract period.
5. The combined footprint of the clerk terminal and printer must not exceed a space of 20 inches by 20 inches.
6. System must be able to process both debit and credit cards for walk-in customers.
7. To limit misuse of credit/debit card, customer must be able to scan credit/debit card and enter pin number, if needed, without need for ADPH staff to handle the customer's card.
8. System must be able to process any transaction amount entered by ADPH clerk so that customer can pay for vital records, immunizations, environmental inspections, or any other service provided by the county health department or Central Office location.
9. When credit/debit card is scanned, a check made payable to the county health department or Central Office location for the amount of the transaction should print out on the printer. County or Central Office staff must be able to process check through current system in the same manner as if customer had written a paper check.

10. A receipt for the customer must also print showing the amount of the transaction and the convenience fee charged to the customer's credit/debit card.
11. Funds for the service must be immediately available to the appropriate county health department or Central Office location when the vendor check is deposited in the bank with the daily deposit.
12. Vendor must be able to print reports required by county health department or Central Office location for audit purposes.
13. If customer disputes charges made on his credit/debit card, vendor must resolve dispute with customer so that there is no loss of fees to county health department or Central Office location.
14. Vendor must have a process for voiding a check if customer decides to cancel credit/debit transaction.
15. Vendor must have a process to allow for reprinting of check if a paper jam or miss feed occurs.
16. Vendor must provide a toll free number with live technical support to handle any problems during the hours of 6:00 AM to 9:00 PM Central time.
17. Vendor must respond to any hardware or system failure calls within 8 hours of notification and must repair equipment or replace any equipment that cannot be repaired.
18. Vendor must begin installation of the credit/debit card scanners, clerk terminals, and printers in county health departments and/or Central Office within 60 days of the award of the contract.
19. Number of card scanners, clerk terminals and printers to be installed by the vendor will range from a minimum of 50 systems to a maximum of 100. It is anticipated that most county health departments will want to have at least one system installed and at least one will be installed at a location in the Central Office.
20. Installation of 50 systems must be completed within 180 days after the first system is installed. Additional systems may be installed throughout the contract period as the need arises in county health departments and the Central Office.
21. At a minimum, the vendor must accept Master Cards and Visa Cards.
22. Proposed system must be independent of ADPH network or WAN.

**Bid Must  
Include:**

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Information submitted must be detailed enough to substantiate that the services offered meet or exceed the system requirements. The system requirements stated herein should be considered mandatory. A vendor's bid must include the following:

1. A statement of compliance with the requirements of this Invitation to Bid (ITB).
2. A complete description of the product and services to be provided.
3. A description of any third party relationships and involvement.
4. Expectations of the vendor for ADPH in regard to services being used.
5. At least one reference concerning a previous project with a similar solution, a description of the project, and the name of a contact person with address and telephone number.
6. Vendors may be asked to provide an on-site demonstration of their proposed hardware system to ensure that it meets bid requirements.